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# Customer Care Mobile Application User Guide

Genesys Employees

12/19/2025

# Genesys Employees

If you are a Genesys Employee, you can download the Mobile App for iOS and Android. Please note the following:

- After downloading the app, use your Genesys credentials to login.
- The first time you login, you will be asked for a PIN with a maximum of 6 digits. Please use any digit combination you like; however, this will become your permanent PIN. **It is important that you do not forget your PIN** because you will be asked to enter your PIN each time your mobile device enters an inactive mode.
- As an employee, you can view any customer's or partner's data. On the Cases screen, enter the account name in the search bar located at the top right.
- If the customer or partner has Remote Alarm Monitoring with Workbench, you will also be able to view their alarms, if they have any.

If you have any problems, please email the Customer Care Tools team at [care.mobile@genesys.com](mailto:care.mobile@genesys.com).